

**STERN-WILLIAMS PRODUCTS, L.L.C.
RETURN GOODS POLICY, TERMS, AND CONDITIONS**

Stern-Williams Products, L.L.C. allows for customers to return a product on occasion for various reasons. Customers should familiarize themselves with the Stern-Williams Warranty and this Return Goods Policy before taking the steps to return a product.

Below are the Stern-Williams Return Goods terms and policies.

1. The product must be current and resalable and in original packaging and/or crating.
2. The product must have been shipped within the last six months.
3. Custom-built material may not be returned for credit. If you are unsure if a product is a custom product or not, please consult with Stern-Williams customer service.
4. **Credit will be applied to future purchases only.** No deductions are to be taken until a corresponding credit memo has been issued.
5. The customer is responsible for paying the return freight charges prepaid.
6. All products must be returned within 30 days from the date of authorization, or the RGA authorization will be voided, and shipment refused. The location to which the product is to be returned will be specified in each letter.
7. Our standard restocking fee is 25% if the material is new and resalable as received. If the customer enters a replacement order and we are informed of the reorder at the time the RGA is requested, the restocking fee may be reduced.
8. **The material should be packaged as originally shipped.**
9. Return shipment must be accompanied by a packing slip in all cases and be crated and banded on a pallet (if other than a UPS shipment).
10. Returned products must not be stacked. **The shipper is responsible for the filing of all freight claims, and no credit will be issued for damaged material.**

STERN-WILLIAMS RETURN GOODS PROCESS

Upon acceptance of the Stern-Williams Return Good Policy, follow the process below to ensure proper return and credit.

1. Any product being returned must first have a written Returned Goods Authorization (RGA) letter issued from Stern-Williams.

An RGA letter may be obtained by emailing orders@sternwilliams.com the following information:

- i. Copy of the invoice that includes PO#, Stern-Williams Product and Pricing;
- ii. Reason for return;
- iii. Name and email address of the Customer/Business requesting the return.
- iv. Please be aware that returning the material constitutes acceptance of our Returned Goods Policies, Terms, and Conditions.

2. If the product is damaged during shipping, the shipper is responsible for the filing of all freight claims. No credit will be issued for damaged material.

3. All products noted on the RGA must be returned within 30 days from the date of authorization, or the RGA letter will be voided, and shipment refused.

4. The customer is responsible for paying the return freight charges prepaid, unless otherwise specified in the RGA letter. The location to which the product is to be returned will be specified on each RGA letter. **COLLECT SHIPMENTS WILL BE REFUSED.**

5. Once a shipment has been received, inspected, and approved to return to Stern-Williams' inventory, a credit will be issued for the wholesale price minus the restocking fee.

6. Customers will be notified when credit is available to use for future orders.

Stern-Williams Return Policy and Process is designed so that each party is protected and credit is granted when policies and processes are followed.

If you have questions regarding the Policy and/or Process, please contact Stern-Williams at orders@sternwilliams.com.

R: 1/20/22